

# Natal Towing Association

Non Profit Company 2003/002563/08



## AN OVERVIEW ...

(Revised November 2012)

### WHAT IT IS AND WHAT IT DOES



www.kznta.co.za

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1. a **registered Non Profit Company** ... generating audited annual financial statements and registered with SARS
2. the **voice of its members** ... the NTA is member-owned and member-driven ... the executive committee is elected at the AGM from among the membership
3. finds **answers to questions and solutions to problems** ... that affect operators in their day-to-day activities
4. offers **professional, effective and efficient** breakdown and salvage services ... for the benefit of motorists
5. **standards for membership, vehicles and equipment** ... backed up by a Code of Conduct and a Disciplinary Code
6. **motorists have "peace of mind"** when they deal with a member of the NTA
7. **collective clout** allows the NTA to achieve something which individual operators could not achieve by themselves
8. **the RMI** as the parent body assists the NTA on national issues
9. **has contacts** with the insurance companies, the National and Provincial Departments of Transport, the Traffic Inspectorate, the Municipal Police, and the SA Police ... to represent members and solve problems
10. **participates in the IMS** (Incident Management System) for the provision of emergency services on the national roads
11. **forum for networking** so that members may keep up to date
12. **NTA helpline 0861 682 682 / 0861 nta nta** serves stranded motorists

## THE NTA AND THE RMI



The Natal Towing Association was established in 1978 as an affiliate of the RMI. As its name suggests, the NTA operates only in KwaZulu-Natal. All members of the NTA are members of the RMI which provides the NTA with secretarial and bookkeeping services. The NTA operates from the Westville office of the RMI, and its affairs are managed and governed by an Executive Committee, which is elected each year at an annual general meeting. Since 2003 the NTA has been registered as a Non Profit Company, generating audited financial accounts and submitting returns to SARS.

## THE RMI CODE OF CONDUCT



The RMI encourages professional business practices through its *Code of Conduct* in order to protect the interests of individuals or organisations who use the services of NTA members. In terms of the *Code* members undertake : *to supply goods and render services at fair and reasonable prices : to honour both the letter and spirit of any guarantee or warranty accompanying those goods and service : if a problem arises which the customer is unable to resolve directly with the member, then that problem may be referred to the RMI for investigation.*

The NTA and RMI strive to : *set and maintain acceptable standards of business practice : protect the interests of members : enhance the reputation of the NTA and its members : ensure “fair play” between members and consumers, and : encourage the public to do business with members in the knowledge that there is someone to assist if a problem should arise.*

## OUR VISION

The founders' intention was to set standards and promote professional breakdown services, and our vision is to provide the towing industry with a credible and professional representative voice. For the public, our vision is to assure the motoring consumer of a professional and reliable service as would be expected from members of the RMI.

## OUR MISSION & GOAL

For members of the Association, our mission is to improve their sustainability and development. For the industry, our mission is to change the negative mindset and opinion that the industry and public have of the towing industry. Our goal is to provide industry role players and the motoring public with a line of recourse so that members are held accountable for the quality of the service which they provide.

## MEMBERSHIP REQUIREMENTS AND STANDARDS

The NTA standards of membership include the following : members must operate registered businesses with properly licensed vehicles : members must have secure facilities for storage of recovered vehicles : breakdown vehicles must be properly equipped : all vehicles operated by the member must be registered with the NTA and must display numbered NTA decals.

## WE RESOLVE COMPLAINTS

The NTA has been successful in resolving consumer complaints, and this “peace of mind” encourages the public to make use of NTA members.

## WE REPRESENT

The NTA has a track record of liaison with organisations such as the insurance companies, the Department of Trade & Industry, SA Police Service, plus the Municipal and Provincial Traffic Departments. The NTA is represented at freeway Incident Management Forums. Through the RMI input was made on the drafting of the Consumer Protection Act and its regulations.

## ON THE NTA WEBSITE

You will find ...

- details, by geographical area, for more than 100 breakdown operators in KZN – ie contact person with telephone and fax numbers
- information about the areas which our members service, the specific services they provide, and the types of breakdown vehicles which they operate
- for non-members : information on how to join the NTA plus the required application documents
- for motorists : answers to frequently asked questions plus the “Motor Vehicle Accident Guide”
- for members : an exclusive “Members’ Area” containing, among other things, newsletters, downloads, email options, members’ private blogg, “on a lighter note” and site gallery

The NTA website offers valuable information about the Association, its members, their contact details, areas of operation, fleet capacity and services provided. There are useful reports and articles – for example :

Motorists and the general public will find :



www.kznta.co.za

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- frequently asked questions ... with the answers
- “*Motor Vehicle Accident Guide*” – guidance on collisions, towing & salvage, the rights of the traffic officer, dealing with a tow truck operator, damages, repairs & insurance and selecting a repairer
- a Brief History of the NTA
- a General Overview of the NTA

Members will find :

- Member profile form
- Membership application form
- Vehicle and equipment checklist
- Conditions of membership acceptance
- Direct debit form (for payment of membership fees)
- Disciplinary code
- Overview of Incident Management Systems (Toll Roads)
- Newsletters
- Chairman’s Annual Reports
- Mileage calculator – distances from Durban to places across the country
- “*Breakdown Operators and the Consumer Protection Act*” – a comprehensive overview of the Act with specific reference to breakdown services
- Zurich Service Level Agreement – the Zurich terms and conditions for accreditation as a service provider.

## NTA PAGE ON FACEBOOK

NTA has a Facebook business page, linked to the NTA website so that you can access the one from the other.

Our Facebook address is : <http://www.facebook.com/nataltowingassociation>

### NTA members group

There is a “closed group” on Facebook for NTA members where they can sign up – it’s free. Because it is closed, it is visible only to NTA members, allowing them to get together and share information, tips, items for sale, planned events.

## LABOUR RELATIONS



The NTA is part of the RMI family and has access to the RMI’s labour relations services. This includes telephonic advice,

seminars, conducting disciplinary inquiries, assisting with retrenchments, and representation at conciliations and arbitrations at the CCMA and MIBCO Dispute Resolution Centre

## RMI4SURE

RMI4Sure is a joint venture with Cre8 and Guardrisk Insurance (part of the Alexander Forbes group) to offer niche insurance products suited to RMI members. RMI4Sure utilises the collective buying power of RMI members, as well as an innovative self-insurance structure, to provide optimal and cost effective risk financing. Participating members can share in the underwriting profits. RMI4Sure aims to build a surplus in the fund portion which can revert to members whose loss ratios were below 60% over a 3-year period. The package includes the following :

- Material damage and business interruption policy, cover for money, theft and increased cost of working
- Motor vehicle policies for all vehicles owned, leased or operated by the member
- Legal liability policy structured to include general, tenant, property owner, product and defective workmanship liabilities
- Motor traders' risks policy covering customers' vehicles against loss or damage while in your custody
- Roadside assistance.

Any surplus remaining in the Fund will be distributed as follows :

- Participating members will be reimbursed a minimum of 50% of their Fund surplus provided that the entire facility's loss ratio has not exceeded 60%. (An individual's claims must not exceed 60% of the 80% of their premium contribution in the all instances the premium is recorded as net of the broker's commission.)
- No reimbursement for early withdrawal ie within first three years of participation.
- Participating members who sell their businesses and purchase another and continue participating in RMI4Sure will have their accrued fund balances transferred to the new business.
- The remaining balances will be retained in the Fund to be utilised in terms of RMI long term risk financing/management strategy with benefits accruing to the participating members.

**Contacts :**

Telephone 011 669 3512  
Email [Jeffrey.Mopeloa@cre8sa.co.za](mailto:Jeffrey.Mopeloa@cre8sa.co.za)  
Email [rmi4sure@guardrisk.co.za](mailto:rmi4sure@guardrisk.co.za)



Innovative Insurance Solutions  
086 000 2500

## RMI4LAW

Today's entrepreneur is frequently confronted with complex legal issues, and is expected to have knowledge of the law, both business and personal. In a joint venture with Legalex (Pty) Ltd, RMI4law becomes your "legal partner", giving members access to legal documentation, 24/7 telephonic advice and legal representation. RMI4law operates country-wide, is tailored to suit your needs and is managed by qualified attorneys. The partnership between RMI & Legalex was formed to ensure that all members can afford to know and understand their rights, and can afford the services which RMI4law provides. RMI4law gives you a powerful legal partner in conducting business, whilst protecting your bottom line. Legalex is underwritten by Guardrisk which is part of the Alexander Forbes group of companies. RMI4law members enjoy the following benefits :

- 24/7 telephonic legal advice
- Legal representation to the value of R80 000 a year
- Access to standard legal documentation

**Contacts :**

Website [www.legalex.co.za](http://www.legalex.co.za)  
Telephone 0861 668 677  
Email [info@legalex.co.za](mailto:info@legalex.co.za)



## RMI4 RECRUIT

RMI4recruit is a joint venture between the RMI and Syringa Automotive Recruitment, a specialist consultancy, with a 20-year track record of supplying carefully selected and screened staff to the motor industry and related companies. It is a "one stop" recruitment service supported by well-developed recruitment practices and people. The member's needs are assessed, reference and qualification checks are done, candidates are interviewed and short listed, second interviews can be done, and post-employment interviews can be done with both client and employee to ensure that both are satisfied.

**Contacts :**

Rory Taylor or Angela Walker  
Telephone 0860 772 222  
Email [rory@syringa.co.za](mailto:rory@syringa.co.za); [awalker@syringa.co.za](mailto:awalker@syringa.co.za)



## P-NET RECRUITMENT

Members can access the P-Net Jobs portal where exclusive and preferential rates are offered to RMI members in staff replacement. RECRUIT24 was established by personnel professionals as a solution based recruitment service aiding the personnel

management aspect of business. With a wide network of resources and fifteen years' experience collectively in the industry on both a national and international level, P-Net are able to offer personalised service to clients with unique options to suit their recruitment needs.

**Contacts :**  
Telephone 0861 227 337  
Website [www.motorjobs.co.za](http://www.motorjobs.co.za)



## RMI4BEE

Businesses are divided into three categories :

- **Exempt micro enterprises** : businesses with an annual turnover of R5-million or less are granted level 4 status with a procurement recognition of 100% : where there is more than 50% black ownership the enterprise will be promoted to level 3 (an official grading certificate is still required) ;
- **Qualifying small enterprises** : businesses with an annual turnover of more than R5-million but less than R35-million (these businesses need select only 4 out of 7 elements on the scorecard) ; and
- **Generic enterprises** : businesses with an annual turnover in excess of R35-million (these businesses are measured on all 7 elements on the scorecard).

A BEE service provider may either conduct a verification exercise including a grading certificate, or may consult and advise on BEE matters, but is not permitted to do both.

**Contacts :**  
Toby Rochat : Integra Scores (Pty) Ltd  
Website [www.integrascotes.co.za](http://www.integrascotes.co.za)  
Telephone 0860 233 669  
Representation in Durban, Pietermaritzburg, Newcastle & Vryheid



## RMI4OHS

RMI and Compliance South Africa (Pty) Ltd have entered into a joint venture to provide occupational health and safety services to RMI members. Based on the Occupational Health and Safety Act guidance is provided on occupational health and safety training, consultancy advice and assistance, and legal compliance programmes. When inspectors from the Department of Labour visit companies, they will check to see whether employers are (for example) : (a) registered for workmen's compensation : (b) in possession of a copy of the Occupational Health & Safety Act : (c) have appointed health and safety representatives : (d) have trained employees to identify health and safety hazards : (e) have issued the required personal protective equipment : (f) have

first aid boxes : (g) are keeping records of injuries on duty and reporting them to the Department : (h) have clean and hygienic ablution facilities.

**Contacts :** John Hempel / Nanda Jordaan  
Telephone 012 998 7139  
Website [www.healthandsafety.co.za](http://www.healthandsafety.co.za)  
Email [infor@healthandsafety.co.za](mailto:infor@healthandsafety.co.za)



## MOTO HEALTH CARE

MHC is registered with the Council of Medical Schemes, administered by Momentum and managed by a Board of Trustees representing the parties to MIBCO. MHC is rooted in the motor industry and has tailored its benefits to suit the needs of the industry. Membership is restricted to employers and employees in the motor industry, and currently provides cover to 30 000 principle members and 128 000 beneficiaries. There are five options : (1) **Optimum** which is the flagship plan covering in- and out-of hospital benefits plus 74 chronic conditions : (2) **Classic** which offers comprehensive in-hospital cover & out-of-hospital benefits plus 35 chronic conditions : (3) **Hospicare** which offers comprehensive in-hospital cover plus 26 CDL conditions : (4) **Custom** which offers hospitalization up to R350 000 per family pa plus unlimited day-to-day benefits through preferred service-providers : and (5) **Essential** which offers unlimited day-to-day benefits through preferred service providers.

**Contacts :**

Website [www.motohealth.org.za](http://www.motohealth.org.za)  
Telephone 0861 000 300  
Email [info@motohealthcare.org.za](mailto:info@motohealthcare.org.za)

## EEC CREDIT CARD MACHINE

The EEC Credit Card machine is available to members of the RMI and offers the following features :

- Turnover of R20 000 per month pays for your membership
- Provides a lower acquiring rate on credit and debit cards with RMI group rate
- Provides an EFT terminal and connectivity with one service provider
- Omits reliance on Eskom power supply





- Insurance (optional extra)
- Ensures that all cards transactions meet banking requirements eliminating exposure to fraud
- Pre-paid airtime
- Delivery application
- Tapatag contactless technology, and
- Cash back (customer retention management).

**Contacts :**

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## **ADVERTISING & PUBLICITY**

Automobil is the official magazine of the RMI and is circulated to members every month, and is published by Ramsay Media on behalf of the RMI. The digital magazine can be viewed online at [www.automobil.co.za](http://www.automobil.co.za) The Web-letter containing RMI and industry information is prepared and circulated by Ramsay Media on behalf of the RMI weekly to all members. The RMI advertises on six radio stations, namely 702, RSG, East Coast Radio, Radio Algoa, Cape Talk and Kaya FM promoting RMI members to the consumer. Media releases are distributed to the wider print/electronic/radio media on key issues affecting consumers and members. Newspaper profiles, aimed at the consumer to encourage use of RMI members, are undertaken annually on behalf of the RMI by Pro-profiles.

For more information contact Claire Patterson 011 789 2542 [claire.patterson@rmi.org.za](mailto:claire.patterson@rmi.org.za)

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